WD Passport®

Portable Hard Drive

User Manual

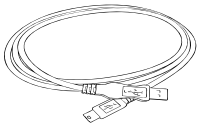
Western Digital®

1 Getting Started

Thank you for purchasing this WD product. The WD Passport® Portable Hard Drive provides high-performance portable storage for your PC and Mac® and comes with sync & encryption and Google™ software (PC only). For the latest WD product information and news, visit our website at *www.westerndigital.com.*

Kit Contents

- WD Passport Portable Hard Drive
- USB cable
- Quick Install Guide



USB Cable

WD Passport Portable Hard Drive

Quick Install Guide

Compatibility

Windows®

- An available USB port
- Windows 2000/XP/Vista

Macintosh®

- An available USB port
- Mac® OS X 10.1.5 or later

Note: Compatibility may vary depending on user's hardware configuration and operating system. WD Sync™ and Google software only support Windows.

Important: For highest performance and reliability, it is recommended that you install the latest updates and service pack (SP). For Windows, go to the **Start** menu and select **Windows Update**. For Mac, go to the **Apple** menu and select **Software Update**.

Recording Your WD Product Information

In the following table, write the serial number and model number of your new WD product found on the label on the back panel of the device. Also, write the purchase date and other notes such as your operating system and version. This information is necessary for setup and technical support.

Serial Number:
Model Number:
Purchase Date:
System and Software Notes:

Registering Your WD Product

Your WD product includes 30 days of free technical support during the applicable warranty period for your product. The 30-day period commences on the date of your first telephone contact with WD technical support. Register online at *register.wdc.com*.

Handling Precautions

WD products are precision instruments and must be handled with care during unpacking and installation. Drives may be damaged by rough handling, shock, or vibration. Be aware of the following precautions when unpacking and installing your external storage product:

- Do not drop or jolt the device.
- Do not move the device during activity.
- To allow proper ventilation, do not block air slots located on the underside, top, or rear of the enclosure. Do not stack any objects on top of the device that may block ventilation.

2 About Your WD Drive

Drive Format

This WD device is preformatted as a single FAT32 partition for compatibility with all updated Windows and Macintosh operating systems. The FAT32 file system has a maximum individual file size limit of 4 GB.

This WD device cannot create partitions larger than 32 GB in Windows 2000/XP. Windows 2000 and XP users can overcome these file size limitations by reformatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at *support.wdc.com* and article IDs 314463 and 184006 at *support.microsoft.com* for further details.

Reformatting the Drive

Important: Reformatting the drive erases all its contents. If you have already saved files on the drive, be sure to back them up before reformatting.

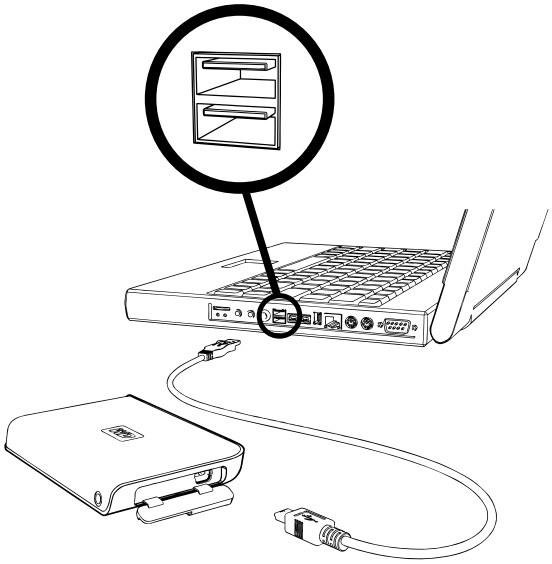
1. Go to *support.wdc.com*.
2. See Knowledge Base Answer ID 207 for formatting instructions.

After formatting, go to Downloads, find your product, download the WD Passport utility, and follow instructions as prompted.

Optional Accessories

A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our Web site at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region. For a list of Technical Support contacts, visit *support.wdc.com* and see Knowledge Base Answer ID 1048.

3 Connecting the Device



1. Turn on your computer.
2. Connect the USB cable as shown.
3. Drive utilities are installed automatically. If a security alert is displayed during this installation, click **Accept** or **Continue**.
4. When finished, a menu displays a list including WD Sync and Google software. To install software, double-click your choice on the menu; otherwise, click **Quit** to begin using the drive.

Note: If autorun is disabled on your computer, you must install the utilities and software manually. Double-click **My Computer**, the WD Passport drive icon, the WD_Windows_Tools folder, and Setup.exe.

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Software

In addition to the driver and utilities, this WD product is shipped with software which can be installed from the autorun menu that displays at the end of the hardware installation.

Note: If autorun is disabled on your computer, you must install the utilities manually as detailed below.

Using WD Sync™ (Windows)

Go to **My Computer** and double-click the WD Passport drive icon. Then locate and double-click **wdsync.exe** to launch WD Sync. Follow the instructions as prompted.

Visit our Knowledge Base at *support.wdc.com* and see Answer ID 1434 for details on setup and use.

5 Turning Off/Disconnecting the Device

Windows

Right-click the Safely Remove Hardware icon in your system tray and select **Safely Remove Hardware**. You may hear the drive power down before the Power LED turns off. The drive is now shut down properly, and you may disconnect the drive safely.

Macintosh

Drag the WD Passport icon to the Trash icon for proper dismount. After the device icon disappears from the desktop, you can safely disconnect the USB interface cable from your computer.

6 Troubleshooting

If you have problems when installing or using this product, refer to this troubleshooting section or visit our support Web site at *support.wdc.com* and search our knowledge base for more help.

How to	Answer ID
■ install, partition, and format the drive in Windows XP and Vista	207
■ install, partition, and format the drive in Windows 2000	34
■ format the drive to Mac OS format	287
■ obtain and reinstall the original software included on WD Passport	1425
■ format the drive to the FAT32 file system**	1364
■ use the drive on a Macintosh and a PC simultaneously	291

***This WD drive is preformatted as a single FAT32 partition for compatibility with all Mac and Windows operating systems. The FAT32 file system has a maximum individual file size of 4 GB and cannot create partitions larger than 32 GB in Windows 2000/XP; however, Windows 2000/XP users can overcome these file size limitations by reformatting the drive to NTFS using the Disk Management utility. See answer ID 1287 at support.wdc.com and article IDs 314463 and 184006 at support.microsoft.com for further details.*

Frequently Asked Questions

Q: *Why does the drive not power up?*

A: Be sure the drive is plugged in to a power source. A special cable may be needed for computers with limited bus power. For more information in the U.S., visit our Web site at *store.westerndigital.com*. Outside the U.S., contact WD Technical Support in your region.

Q: *Why is the drive not recognized under My Computer or on the computer desktop?*

A: If your system has a USB 2.0 PCI adapter card, be sure that its drivers are installed before connecting your WD USB 2.0 external storage product. The drive is not recognized correctly unless USB 2.0 root hub and host controller drivers are installed. Contact the adapter card manufacturer for installation procedures.

Q: *Why won't my PC boot when I connect my USB drive to the computer before booting?*

A: Depending on your system configuration, your computer may attempt to boot from your WD portable USB drive. Refer to your system's motherboard BIOS setting documentation to disable this feature or visit *support.wdc.com* and see Knowledge Base answer ID 1201. For more information about booting from external drives, refer to your system documentation or contact your system manufacturer.

Q: *How do I partition and reformat the drive?*

A: For recommended formats for this device, search our knowlege base for answer ID 207 at *support.wdc.com*.

Q: *Why is the data transfer rate slow?*

A: Your system may be operating at USB 1.1 speeds due to an incorrect driver installation of the USB 2.0 adapter card or a system that does not support USB 2.0.

Q: *What is Hi-Speed USB?*

A: Hi-Speed USB is another name for USB 2.0, which provides transfer rates up to 40 times faster than USB 1.1. Upgrading to USB 2.0 is highly recommended because of the significant reduction in file transfer time versus USB 1.1.

Q: *How do I determine whether or not my system supports USB 2.0?*

A: Refer to your USB card documentation or contact your USB card manufacturer.
Note: If your USB 2.0 controller is built-in to the system motherboard, be sure to install the appropriate chipset support for your motherboard. Refer to your motherboard or system manual for more information.

Q: *What happens when a USB 2.0 device is plugged into a USB 1.1 port or hub?*

A: USB 2.0 is backward-compatible with USB 1.1. When connected to a USB 1.1 port or hub, a USB 2.0 device operates at the USB 1.1 full speed of up to 12 Mbps.

Q: *Can USB 1.1 cables be used with USB 2.0 devices?*

A: Although USB 1.1 cables work with USB 2.0 devices, it is recommended that USB 2.0 certified cables be used with USB 2.0 peripherals and USB 2.0 PCI adapter cards.

If your system includes a PCI slot, you can achieve Hi-Speed USB transfer rates by installing a USB 2.0 PCI adapter card. Contact the card manufacturer for installation procedures and more information.

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Appendix

Regulatory Compliance

FCC Class B Information

This device has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This unit generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. Any changes or modifications not expressly approved by WD could void the user's authority to operate this equipment.

The following booklet, prepared by the Federal Communications Commission, may be helpful: *How to Identify and Resolve Radio/TV Interference Problems*. This booklet is Stock No. 004-000-00345-4 available from the US Government Printing Office, Washington, DC 20402.

CSA Notice

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This Class B digital apparatus complies with Canadian ICES-003.

Underwriters Laboratories Inc.

Approved for US and Canada. CAN/CSA-C22.2 No. 60950-1, UL 60950-1. Information Technology Equipment - Safety - Part 1: General Requirements (File E101559).

This product is intended to be supplied by a listed limited power source, double insulated, or direct plug-in power unit marked "NEC" or "Class 2."

This device is only for use with compatible UL Listed computers.

Cet appareil n'est destiné qu'à des ordinateurs compatibles marqués "UL Listed".

CE Compliance For Europe

Verified to comply with EN55022 for RF Emissions and EN50082-1 for Generic Immunity, as applicable.

Environmental Compliance (China)

有毒有害物质或元素

部件名称	有毒有害物质和元素					
	铅 (Pb)	汞 (Hg)	镉 (Cd)	六价铬 (Cr (VI))	多溴化联（二）苯 (PBB)	多溴化二苯醚 (PBDE)
减震架 (L1, L2, R1, R2)	○	○	○	○	○	○
减震器 (4 pcs)	○	○	○	○	○	○
脚垫 (4 pcs)	○	○	○	○	○	○
带镜头的上盖	○	○	○	○	○	○
底盖	○	○	○	○	○	○
PCBA	○	○	○	○	○	○
硬盘	X	○	○	○	○	○
微型 USB 电缆	○	○	○	○	○	○

O: 说明此部件使用的所有同类材料中这种有毒有害物质的含量均低于 SJ/T11363-2006 中的限制要求。

X: 说明此部件使用的至少一种同类材料中这种有毒有害物质的含量高于 ST/T11363-2006 中的限制要求。

（在此表中，企业可能需要根据实际情况对标记“X”的项目进行进一步的技术性解释。）

Warranty Information

Obtaining Service

WD values your business and always attempts to provide you the very best of service. If this Product requires maintenance, either contact the dealer from whom you originally purchased the Product or visit our product support Web site at *support.wdc.com* for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided on your return paperwork. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via *support.wdc.com*. WD shall have no liability for lost data regardless of the cause, recovery of lost data, or data contained in any Product placed in its possession.

Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 3-years in the North, South and Central America region, 2-years in the Europe, the Middle East and Africa region, and 3-years in the Asia Pacific region, unless otherwise required by law. The term of your limited warranty shall commence on the purchase date appearing on your purchase receipt. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at support.wdc.com), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Technical Support Services

If you need additional information or help during installation or normal use of this product, visit our product support website at *support.wdc.com* and search our knowledge base.

When contacting WD for support, have your WD product serial number, system hardware, and system software versions available.

support.wdc.com
www.westerndigital.com

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+800.6008.6008	Asia Pacific
+31.20.4467651	EMEA

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